

Intergovernmental Solutions Awards Entry

“No Wrong Door Initiative”

Commonwealth of Virginia, Department for the Aging

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IT Solution Description

Service delivery to the older and/or disabled adult population is now being revolutionized in Virginia through *No Wrong Door*, a person-centric, Web-based initiative. Harnessing technology to effectively share knowledge, unite multiple services and providers, *No Wrong Door* creates greater access and simplifies processes for both consumer and provider. The system now has been successfully piloted in three Virginia communities, is slated for further expansion and just received substantial funding support from the Virginia General Assembly based on results from community pilots.

No Wrong Door's public user face is a one-stop Web portal resource for both consumers and service providers; a complete overview is available online: http://www.seniornavigator.org/ccss_overview.php and <http://www.vda.virginia.gov/nowrongdoor.asp>. In pilot programs and as the system expands, consumer tools provide immediate information about available services and pre-qualify eligibility. Provider tools capture consumer information, make referrals, share information with other providers, and eliminate duplication of effort. State agencies can ensure that consumers actually receive the help they need, track progress, measure results and identify gaps in service. Privacy, security and accessibility are integral to system design.

No Wrong Door is led by the Virginia Department of Aging (VDA) and is a highly collaborative effort between multiple state agencies, local and private providers. It enables efficient coordination of client information, service referral and case management and maximizes human and financial resources. The *No Wrong Door* process was created to ensure that everyone has the same access to information and resources, regardless of where he or she first enters the system.

Technology Leadership

No Wrong Door complies with the Health Insurance Portability and Accountability Act (HIPAA) and the National Aging Program Information Systems (NAPIS) and meets all accessibility standards. It supports all levels of service plan architecture: steps, notes, outcomes and evaluation. The application is built on open source technology including Linux, JAVA and JBOSS. It supports a PostgreSQL database and can exchange data with other databases upon identifying common elements of interest. Several hundred permutations of user permissions enable administrators to limit user access at the module level. Client information collected locally remains confidential while aggregate data can be viewed by the state to meet reporting requirements. The system promulgates standard tools to ensure that all providers use uniform terminology and definitions in their needs assessments: an Information and Referral/Assistance Tool <http://www.seniornavigator.org/overviewir.php>, a Uniform Assessment Instrument and Intake Tool <http://www.seniornavigator.org/overviewuai.php> and a comprehensive Case Management Tool <http://www.seniornavigator.org/overviewcm.php>.

Intergovernmental and Collaborative

More than 7,000 public and private organizations in Virginia provide 21,000 services to these citizens and their families, including seven primary and four supporting state agencies, 25 Area Agency on Agencies (AAA), 34 health departments, 120 county or city social services departments, 40 local community mental health boards and 16 Centers for Independent Living.

No Wrong Door is a Governor's initiative led by VDA to unite and assist providers, in partnership with two private, non-profit organizations: SeniorNavigator and 211 Virginia. VDA launched three Virginia community pilots in the spring of 2006. Public and private providers direct their community pilot through Local Advisory Councils.

Business Transformation

For consumers, *No Wrong Door* eliminates confusion and provides service information and soon, benefit pre-eligibility, through the Internet or a provider. A consumer's existing provider can enter and share information. Data is integrated from intake through assessment to service plan. Both client level and aggregate data can be tracked. Electronic progress notes and action flags can be linked to the care plan. Redundant information gathering is eliminated.

Impact and Results

Through this cooperative initiative, Virginia will deliver integrated, high-quality citizen service. Service providers, by adopting a person-centric approach, are realizing significant staff efficiency. Citizens will receive appropriate services more quickly, with less frustration and improved outcomes. Comprehensive local, state and federal reporting is enabled. The ultimate benefit will be extended independence and improved quality of life for seniors, persons with disabilities and their families.

Available and Transferable

This technology model demonstrates the value of the person-centered approach to improving service delivery. Key lessons from the pilots are being incorporated into plans to extend *No Wrong Door*; statewide coverage is targeted by 2010. Federal grants from the Administration on Aging and the Centers for Medicare and Medicaid Services are helping replicate the system in Virginia and share lessons learned with other states. Additionally, the model has successfully addressed critical IT components including effective information sharing, ease of access, HIPPA compliance and security. The model can be successfully used not only in other states and communities but also by other government entities and communities of interest providing citizen service.

List all supporting organizations and public and private partners that assisted in this innovation:

Virginia Department for the Aging
Department of Medical Assistance Services
Department of Social Services
Department of Mental Health, Mental Retardation & Substance Abuse Services
Department of Rehabilitative Services
Private Partnerships: SeniorNavigator and 211 Virginia